ne

Connecting Business

Product Services

DATA CENTER SERVICE

MANAGED SERVICE

NETWORK SERVICE

EXPRESS SERVER SERVICE

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EXPRESS SERVER SERVICE

Why Choose Us?

Infrastructure of NewMedia Express is reliable and resilient.

Our Main Server Services:

Dedicated Server	Public Cloud Service	Private Cloud Service	Premium Hosting Service

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NewMedia Express Dedicated Server

Dedicated Server Options
1U server
• Intel Xeon E3-1200 v5/v6 Family
• 4 Cores
• 3.0Ghz onwards

2U server
• Intel Xeon E5-2600 v4 Family
• From 8 Cores up to 40 Cores
• 2.0Ghz onwards

2U server
• Intel Xeon Scalable Family
• From 8 Cores up to 40 Cores
• 2.1Ghz onwards

NewMedia Express Dedicated Server

Dedicated Server Memory Options
E3 Server Base 16GB UDIMM Ram
(Max up to 64GB)
• Add-on DDR4 UDIMM RAM - 16/32GB

E5 Server Base 16GB RDIMM Ram
(Max up to 512GB)
• Add-on DDR4 RDIMM RAM - 16/32GB

Dedicated Server Storage Options
Both E3 and E5 servers have following options:
• SATA HDD - 1TB, 2TB, 4TB, 6TB, 10TB
• SAS HDD - 2TB, 4TB, 6TB, 8TB, 10TB
• SATA SSD - 500GB, 1TB

RAID Option:
Software RAID
Hardware RAID - (LSI, LSI + Battery)

Dedicated Server Network Options
Both E3 and E5 servers have following options:
• 1G RJ45 Port
• 10G SFP Port (only for Minimum network Commit 1Gbps)
• Multiple ports for multiple uplinks for High Availability network setup*

NewMedia Express Public Cloud (OnApp) / Private Cloud (VMware, OnApp)

Compute
• CPU Cores
• Memory in GB

Storage
• Space in GB

Network
• Default NewMedia Express Internet
• Special Requirement

NewMedia Express Premium Hosting Service

LINUX PREMIUM HOSTING
The Virtual and Dedicated Server Revolution

The next generation Cloud Hosting for high availability web and email hosting services, powered by NewMedia Express is customer inspired especially targeted for premium clients who require high reliability, cost effective solutions of hosting solutions for their premium operations.
Cloud Virtual Machine + cPanel + Basic Managed Service

FEATURES
• cPanel Control Panel
• Detailed Traffic Statistics
• Ping Monitoring
• 99.95% Network Uptime
• 99.9% Server Uptime
• 24/7 Network Monitoring
• Daily Backup
• Operating system Linux supported

EMAIL
• POP3/IMAP Accounts supported
• Email Virus Scanning
• Spam Filtering
• Unlimited Email Forwarding
• Unlimited Auto-Responders

Server Services SLA

Cloud Server System Uptime Guaranteed - 99.9%

Add-on Service:

Managed Server Service
a. Operating system baseline hardening
b. Operating system updating and security patching
c. Data housekeeping and log archiving
d. Server monitoring
e. Operating System re-installation

Managed Backup Service
a. Daily incremental backup
b. Backup status monitoring
c. Periodically data integrity verification
d. 24/7 support

Hours of Coverage
The Technical Support hours are 24/7. Tickets can be entered via the support ticket system or sent via email 24 hours a day, 7 days a week, and will be responded within 4 hours.

Network Services SLA

Network Uptime Guaranteed
• 99.95% - Across entire NewMedia Express Network

Hours of Coverage
The Technical Support hours are 24/7. Tickets can be entered via the support ticket system or sent via email 24 hours a day, 7 days a week, and will be responded within 4 hours.

> **24** Using Support Ticket via the web interface of NewMedia Express Support Ticket System is the most efficient method to log and process service requests and incidents.

Prioritization
If you consider your service request urgent, contact our support hotline at +65-66368873. An urgent example includes reporting a service outage or reporting an impact to instruction.

For reference, NewMedia Express has a set of criteria to prioritize an incident as urgent based on a global view of support needs. NewMedia Express prioritizes incoming incidents as "urgent" priority if it meets any one of the following criteria:

• Significant risk to life and safety.
• Significant impact on the delivery of service.
• Significant risk to law, rule, or policy compliance.
• Significant number of customers affected.